What do we provide?
Our trained health professionals provide advice and support about sexual health and contraception. This service enables you to speak to experienced health professionals in a confidential and non-judgemental way. We can help answer any questions you may have to help you make the right decision about your sexual health. Our service is free and you can self-refer.

Appointments
You can make an appointment at any Umbrella Sexual Health clinic using our online booking system by visiting our website: umbrellahealth.co.uk or phone: 0121 237 5700 during Whittall St Clinic opening hours or just drop in for free and confidential advice (limited availability).

Please help the Umbrella Sexual Health team to provide an efficient and effective service by being punctual or giving plenty of notice if you cannot attend an appointment.

Patients arriving late for their appointment may not be seen and asked to re-book for another time. If you encounter difficulties keeping your appointment, please contact Umbrella on 0121 237 5700 so that we are aware of the situation and can try to help.

Confidentiality
We wish to provide a confidential service for everyone. On rare occasions we may have to pass on information about your visit without your permission to protect you, or someone else, from serious harm. We would always try to discuss this with you first and offer support. If you are worried about this, please talk to a member of our staff.

Chaperones in clinic
Umbrella Sexual Health is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed. Every patient is entitled to have a chaperone present for any consultation, examination or procedure. A chaperone will be present during an intimate examination. The chaperone will be a second member of staff or, if you are attending the clinic for contraception, a friend or relative may accompany you. During your visit the clinician may need to speak to you alone if you have been accompanied by a relative or friend.

If you have any questions or comments regarding chaperones, please speak to a member of staff.

Children in clinics
For safety reasons, it is our policy that children must not be left unsupervised on the premises at any time.

If you are attending for a procedure such as a coil fitting, implant etc, please do not bring children with you unless you can ensure a suitable adult is available to supervise the child whilst your treatment is in progress.

For further information, please speak to a member of staff.

Interpreting in clinic
Please let the receptionist know when you book your appointment if you need us to arrange an interpreting service for you. Due to the nature of our clinic, it is not appropriate to use friends or relatives as interpreters.

Your feedback and suggestions
Umbrella Sexual Health would like to hear your views about the service we currently provide and suggestions for further improvements.

If you have any comments, feedback or suggestions, please ask for a ‘patient experience’ leaflet at reception or complete the patient feedback section on our website.
**Services include:**

- STI testing and treatment including Quick Check-up Service, which doesn’t involve any examination
- Rapid HIV tests for high risk individuals
- Contraception including pills, patches, rings, implants and emergency contraception
- Pregnancy testing and advice
- Free condoms
- Chlamydia screening
- Hepatitis B/C screening and Hep B immunisation
- Special clinics for recurrent problems such as thrush or herpes
- Post Exposure Prophylaxis for HIV (PEPSE)
- Psychosexual counselling and psychotherapy
- Services and information for victims of sexual assault
- Information and support for alcohol and substance misuse
- HIV department and support (off site)
- Young persons’ service (Boots, Birmingham City Centre)

**For unplanned pregnancy advice call:**

0121 237 5700

For further information about your visit or advice about any of the clinics or services offered, please visit [umbrellahealth.co.uk](http://umbrellahealth.co.uk)

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<table>
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<tr>
<th>Map Ref</th>
<th>Clinic</th>
<th>Services</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thur</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
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<tbody>
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<td>Whittall Street, Birmingham B4 6DH</td>
<td>CSP</td>
<td>HIV</td>
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<td>09.00-18.30</td>
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<td>10.30-18.30</td>
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<td>CSP</td>
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<td>10.30-18.30</td>
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<td>HIV</td>
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<td>12.30-18.30</td>
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<td>12.30-18.30</td>
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<td>STI</td>
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<td>CSP</td>
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**Opening times subject to change, please check umbrellahealth.co.uk for updates**

![Key to Services](https://example.com/key-to-services.png)

Last updated 07/09/18